

LIBRARY ASSISTANT

DEFINITION

To perform a wide variety of clerical library and customer service duties in a public library setting; to check library books and materials in and out utilizing a computerized on-line system; to maintain related records and files; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Library Assistant series and has the ability to perform the full range of duties assigned with only occasional instruction or assistance as unique situations arise. This class is distinguished from the Senior Library Assistant in that the latter performs advanced journey level work requiring a high level of independence and specialized knowledge, and provides technical and/or functional guidance over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Circulation Supervisor; and may receive functional and/or technical guidance from a Senior Library Assistant.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Greet guests and provide directional assistance; explain library circulation policies and procedures to patrons, and assist them with check out, computer, printer, or other equipment problems.

Check patron status to verify registration information; issue library cards; calculate and collect fines and other charges for overdue, lost or damaged books or audio/visual materials; contact patrons regarding overdue items, books and materials that are received.

Respond to patrons request for information and materials; check library books and materials in and out utilizing a computerized on-line system; assist guests with basic reference questions as needed; refer questions of a more technical nature to appropriate staff members

Set up circulation desk for daily activities; turn on terminal, prepare date due slips, and prepare cash drawer and desk supplies.

Record, balance, and verify daily receipts; maintain records and files related to library service activities and projects; prepare a variety of periodic and special library processing and statistical reports.

Receive, verify and release materials for on-line reserve requests; unpack, check, and sort daily book shipments and distribute as indicated.

Train library aides, volunteers, and less experienced staff as needed.

CITY OF CHULA VISTA
Library Assistant

Receive returned books and materials, review due dates and examine items for damages; sort returned materials for return to local shelves or for shipment to other library locations.

Operate standard office equipment and perform general clerical and typing work; order supplies.

Refer difficult or unusual problems to appropriate supervisory and/or professional staff members.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services.

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

General municipal library services, organization and functions, including Dewey decimal system.

Basic public desk etiquette and methods of providing information.

Modern office practices and procedures; computer equipment and software applications related to assignment.

Basic arithmetic.

English usage, spelling, grammar, and punctuation.

Ability to:

Perform a variety of customer service functions in a public library setting.

Interpret and explain library procedures and operational manuals.

Prepare periodic reports and other correspondence related to assignment; keep related records files.

Make accurate arithmetic computations.

Train library aides and volunteers.

Operate standard office equipment, computer equipment and software applications related to assignment.

Prioritize and coordinate several work activities; research, organize, and maintain accurate office files.

Make sound judgments and decisions within established guidelines.

Use initiative and sound independent judgment within established guidelines.

Work evenings and weekends.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible experience involving public contact and administrative office support duties.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate

May need to possess a valid California driver's license as required by the position.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time and/or stand at a counter for prolonged periods. Intermittently twist and reach office equipment; reach below and above shoulder to reach bookshelves; write and use keyboard to communicate through written means; occasionally run errands; push a cart weighing 75 pounds; lift up to 25 pounds. See in the normal vision range with or without correction to read typical business documents and computer screens; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. There is exposure to outside atmospheric conditions when visiting outlying offices. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

4/05